

BENEFITS NEWS

An Information Publication for State of California Employees

EMPLOYEE ASSISTANCE PROGRAM

Are personal issues causing you or your spouse difficulty in your jobs, such as missing deadlines or getting to work on time? Are you taking home your frustrations with work, creating friction in your family relationships?

All of us are faced with these kinds of issues at some time in our life. The good news is there's help available to deal with it. It's called EAP.

What's an EAP, you ask? The Employee Assistance Program, or EAP, provides short-term counseling and referrals to help you and your dependents resolve issues that may be interfering with your work and family life. The State of California has offered this benefit since 1982, helping thousands of State employees and their dependents with personal problems ranging from marital stress to drug abuse.

The State's EAP provider is Merit Behavioral Care of California (MBC), which partners with the State of California to offer comprehensive EAP services.

If you or a member of your family need help, the State's EAP program is there for you.



What kinds of help does EAP offer?

The counseling and referral services available through EAP can help you and your family with a wide range of issues:

- Marital and Family Issues
- Emotional, Personal, and Stress Concerns
- Legal Matters
- Financial and Credit Problems
- Dependent Care
- Alcohol Abuse
- Drug Abuse

To access EAP by phone, call 1-800-632-7422. Specially trained specialists and professional counselors are available 24 hours a day, 7 days a week to discuss your concerns confidentially and make sure you get the assistance you need.

There's also a brand new Internet service offered by EAP that provides resources to help you with work, home, and daily life needs. Read all about it on the next page.

Concerned about confidentiality?

Don't be. All EAP records, information, and services are treated in the strictest confidence. Personal information you share over the phone and with your counselor is kept completely private.

In certain circumstances, however, the law requires an exception to this confidentiality: If there's a threat of serious harm to you or others, or if elder abuse or child abuse is suspected, the counselor is required by law to report it.

Who uses EAP and why?

About 34,000 employees and their dependents accessed EAP in fiscal year 2001-02. On average, about 99% of these employees took advantage of this benefit on their own, and the others were referred by their supervisor or a manager.

The top three reasons why employees used EAP last year were family/marital (52%), emotional/stress (41%), and work-related issues (5%).

How do I call EAP?

Call 1-800-632-7422 (1-800-6-EAP-4-CA) or the TTY line at 1-800-542-2833. Specially trained customer service representatives and professional counselors are available 24 hours a day to confidentially discuss your concerns and ensure that you get the assistance you need.

New EAP Internet-Based Service

Stressed out? Worried about the payments on those credit cards? Are family issues causing you to be depressed, lose sleep, or lack concentration at work? Are you concerned you or a loved one may have a substance abuse problem?

If you answered "yes" to any of these questions or have other life issues but aren't quite ready to seek professional, one-on-one counseling, then a new EAP service may be just the ticket for you.

It's called Magellan Assist. This Internet-based service provides information, tools, individual and family counseling information, and other resources to support you with work, home, and daily life needs.

You'll find this new feature at DPA's Web site (www.dpa.ca.gov). Go to Benefits, scroll down to Work and Family, and select Employee Assistance Program. Magellan Assist is listed under Resources for Employees. To log on the first time, select "New User" and type in EAP's toll-free number, 1-800-632-7422. From this window, you may either register by following the directions provided, or you can access the Magellan Assist site as an unregistered guest by selecting "Continue Unregistered."

This service is part of your pre-paid, State of California EAP benefit that's available to you, your lawful spouse, and/or unmarried dependent children. You can access it any time from the comfort and privacy of your own home.

For More Information Contact

Benefits Division
(916) 322-0300
CALNET 492-0300

ARAG Group
Group Legal Services Plan
1-800-247-4184

Dental Program
(916) 324-0525
CALNET 454-0525

Employee Assistance Program
MBG (Merit Behavioral Care)
1-800-632-7422

FlexElect Program
(916) 327-6429
CALNET 467-6429

Health Promotion Program
(916) 324-9398
CALNET 454-9398

Merit Award Board
(916) 324-0520
CALNET 454-0520

Safety Program
(916) 327-1439
CALNET 467-1439

Savings Plus Program
1-866-566-4777
saveplus@dpa.ca.gov

Vision Service Plan
1-800-622-7444 or
(916) 851-5000

Workers' Comp. Program
(916) 445-9792
CALNET 485-9792

Fax Numbers

Benefits Division
(916) 322-3769
CALNET 492-3769

Savings Plus Program
(916) 327-1885
CALNET 467-1885

TDD (Any unit in DPA)
(916) 327-4266
CALNET 467-4266

Internet Address
www.dpa.ca.gov